KY Medicaid Edifecs
Ramp Manager User Instruction Manual

Kentucky 5010 Project

Cabinet for Health and Family Services
Department for Medicaid Services

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1 Introduction

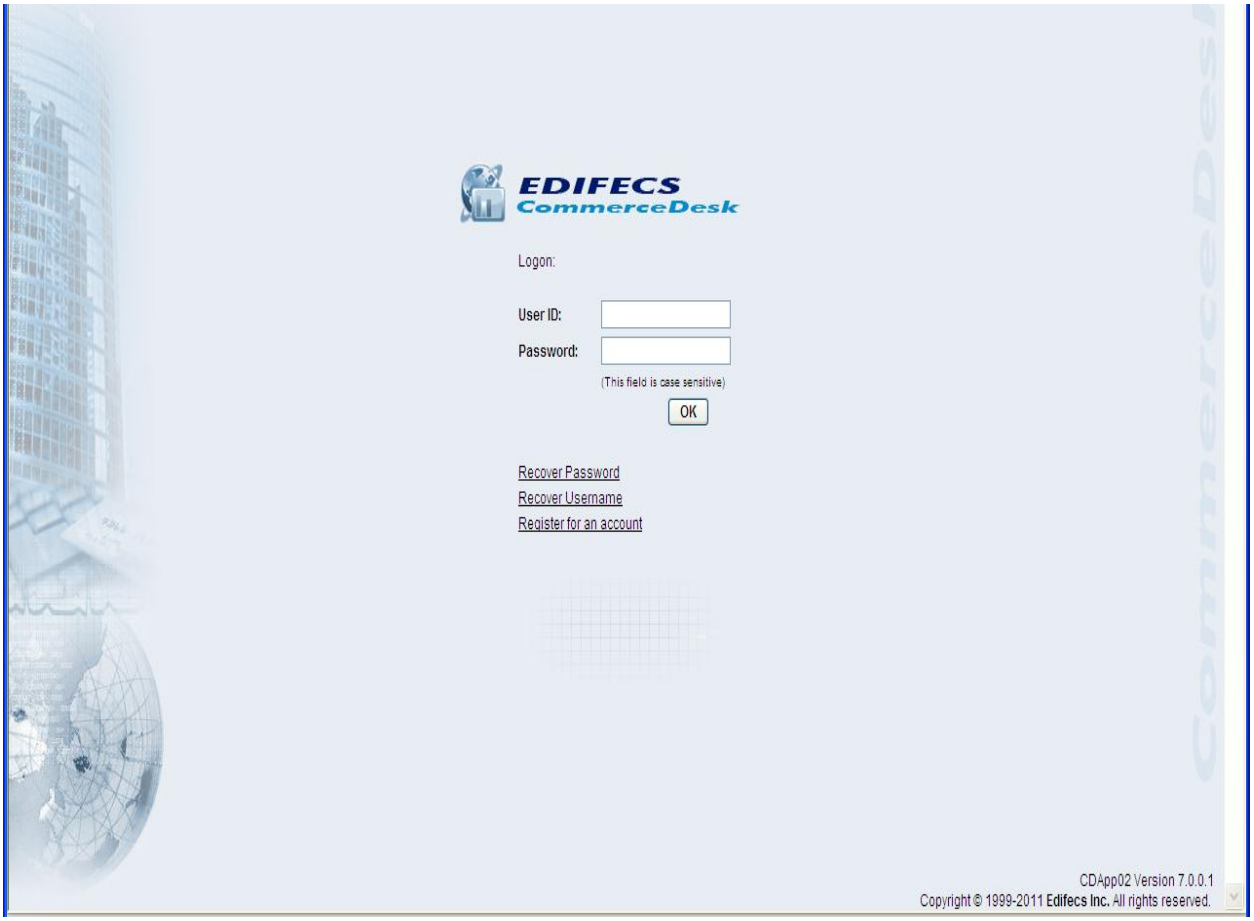
Edifecs Ramp Management provides a branded, self-service portal to onboard trading partners that reduces the resources, time and cost to integrate partners, while enhancing partner support and reducing the risk of errors in production.

In addition, it provides a best-practice approach to quickly and efficiently guide partners through every step of the on-boarding process. Self-service testing and troubleshooting decrease internal technical support requirements and accelerate task completion. Partner self-service testing is supported by communication tools and a resource library that simplifies, enriches and streamlines communication with partners. Dashboards and reports provide internal managers with a comprehensive view of partner progress.

2 Purpose

- Reduce cost to on-board trading partners using guided programs for self-service testing and troubleshooting; these programs aid partners in their on-boarding tasks and reduce the testing burden on internal staff;
- Shorten lead-time to production using best-practice on-boarding and testing processes that accelerate partner task completion;
- Provide better support to trading partners with a reference library, issue management system, and a dashboard that provide a rapid, accurate and comprehensive view of partner on-boarding status; and,
- Reduce risk of errors in production using a program and task model that delivers a best practice on-boarding process to yield high-quality results in production.

3 Register an Account



To register an Account click on the Register Link to Self-register and create a user profile account for the Kentucky Medicaid Ramp Manager System. The link to the Ramp Manager System is available at https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=

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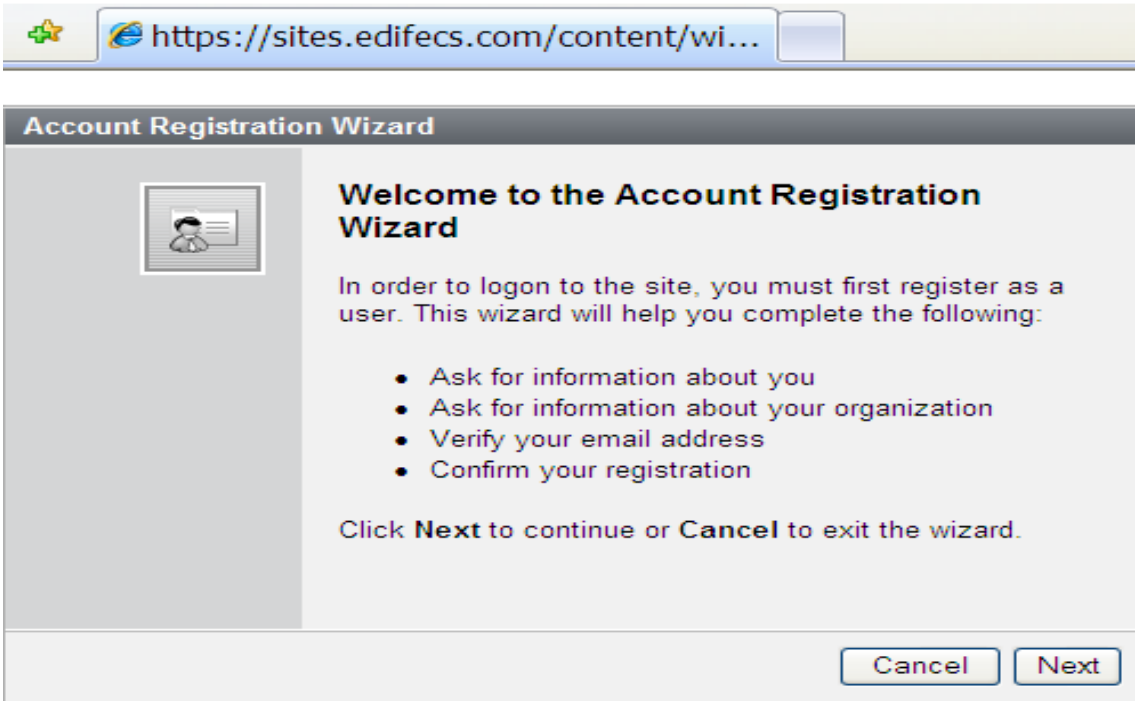
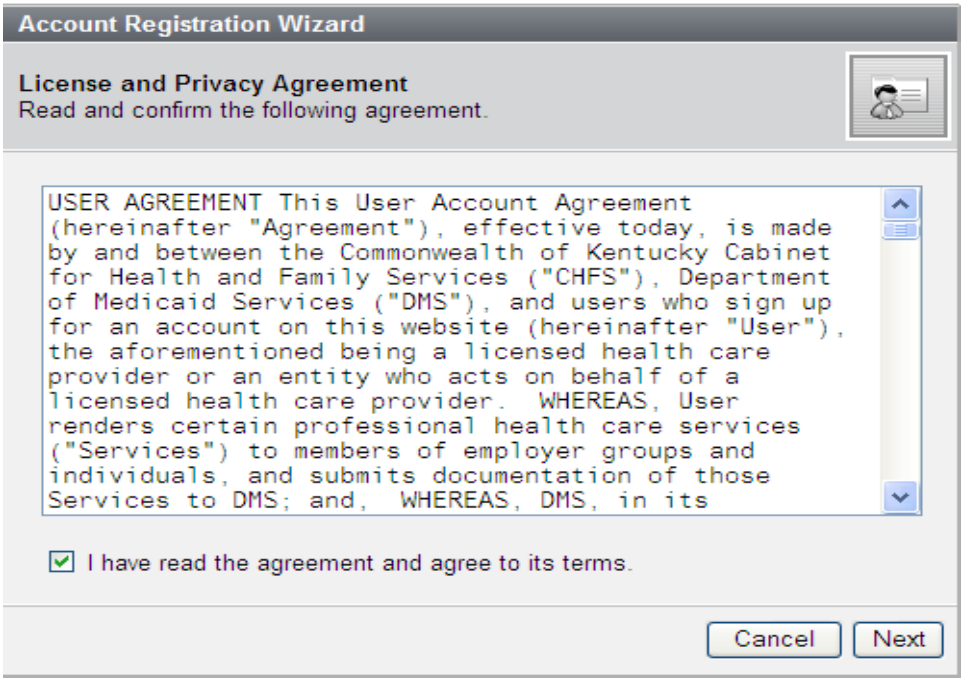
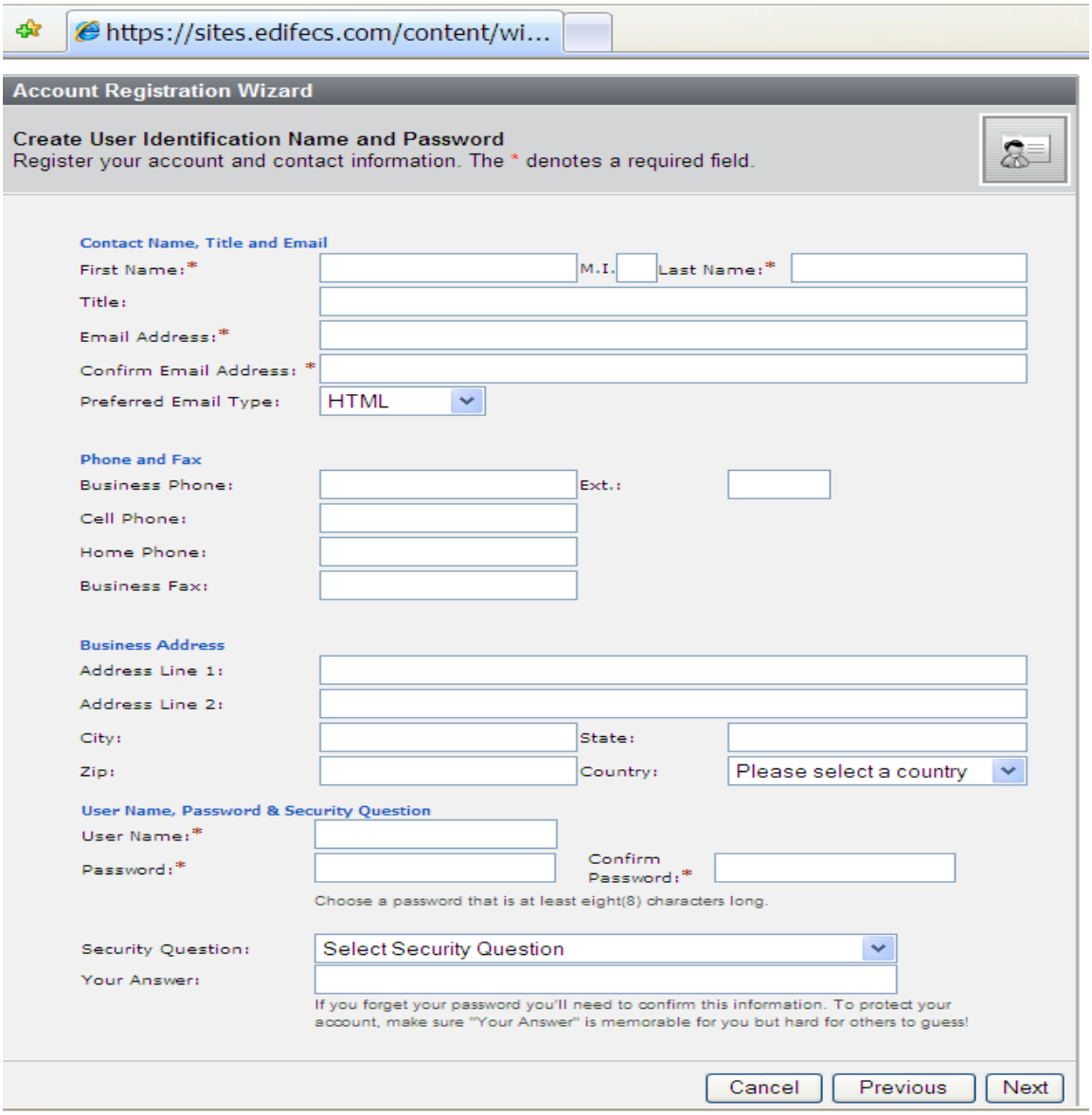


- Click Next to continue;

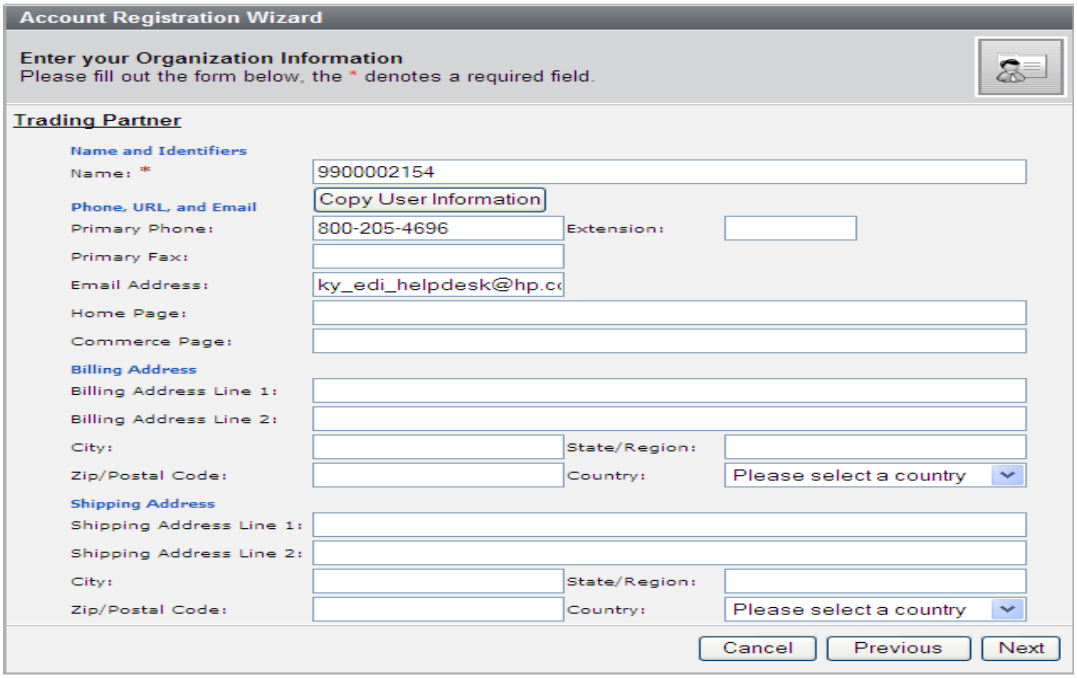


- Read the License Agreement;
- Click Next to continue;

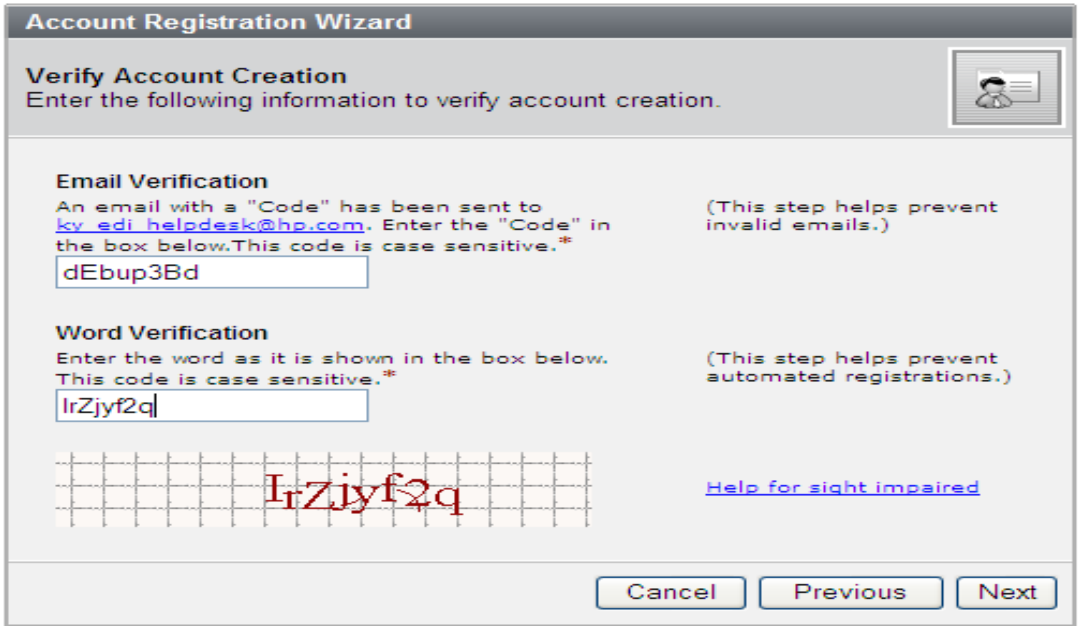


- Complete User Identification Name and Password Screen;
- Click Next to continue;

NOTE: HP/EDI request that <u>all fields</u> be completed; the User Name of the account must be the KY Medicaid 10- digit Trading Partner ID 99XXXXXXXX.

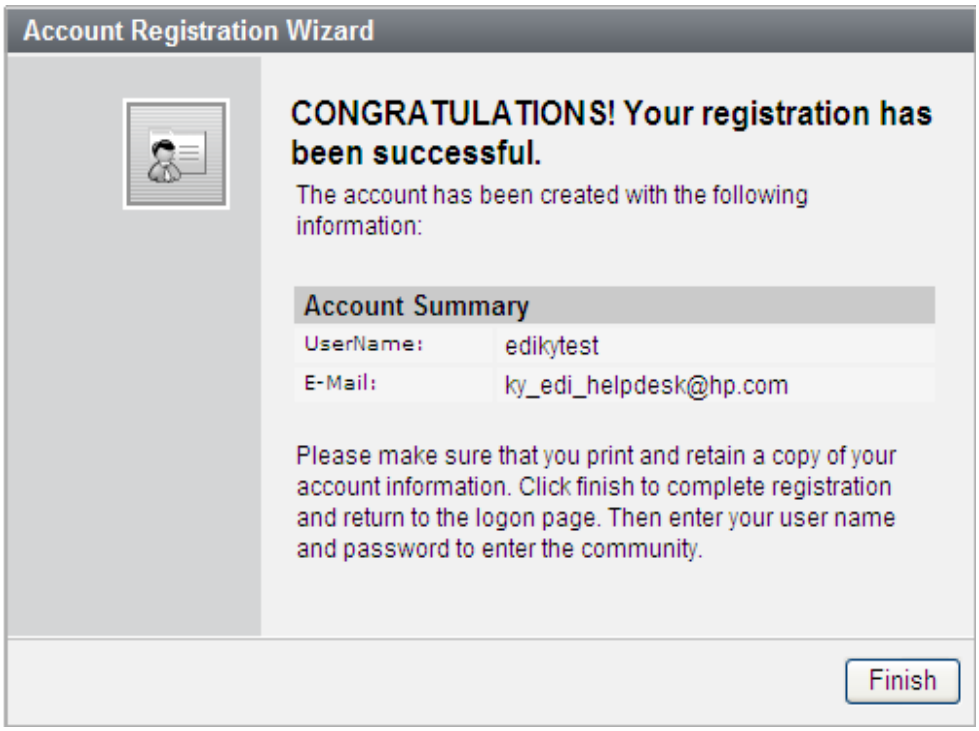


- Complete the Organization information;
- If prior page was completed use the Copy User Information to Auto Populate the information; and,
- Click Next to continue.



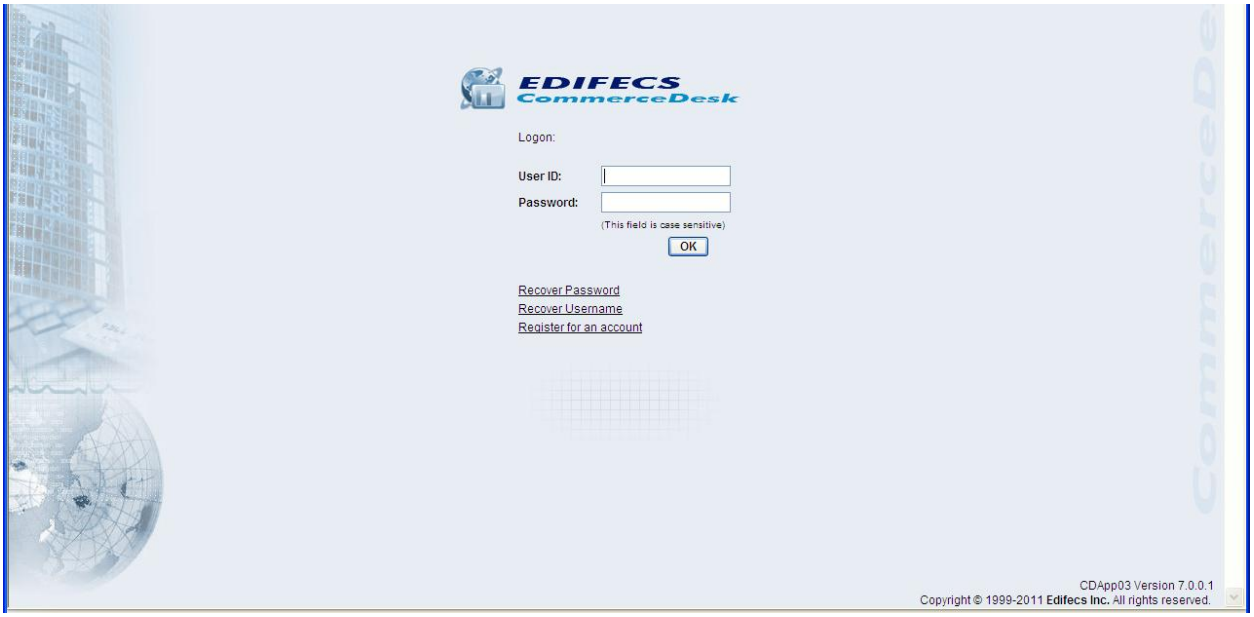
- Enter the Word Verification to verify the account creation; and,
- Click Next to continue.

Only type letters and numbers in red.



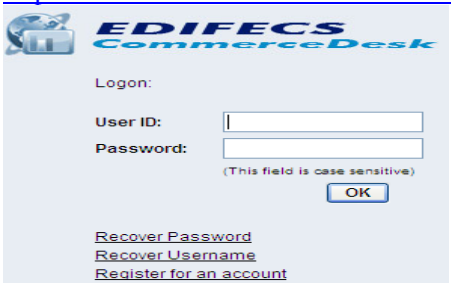
- The account registration is complete, click on Finish.

3.1 Logging On to a Ramp Management Business Application

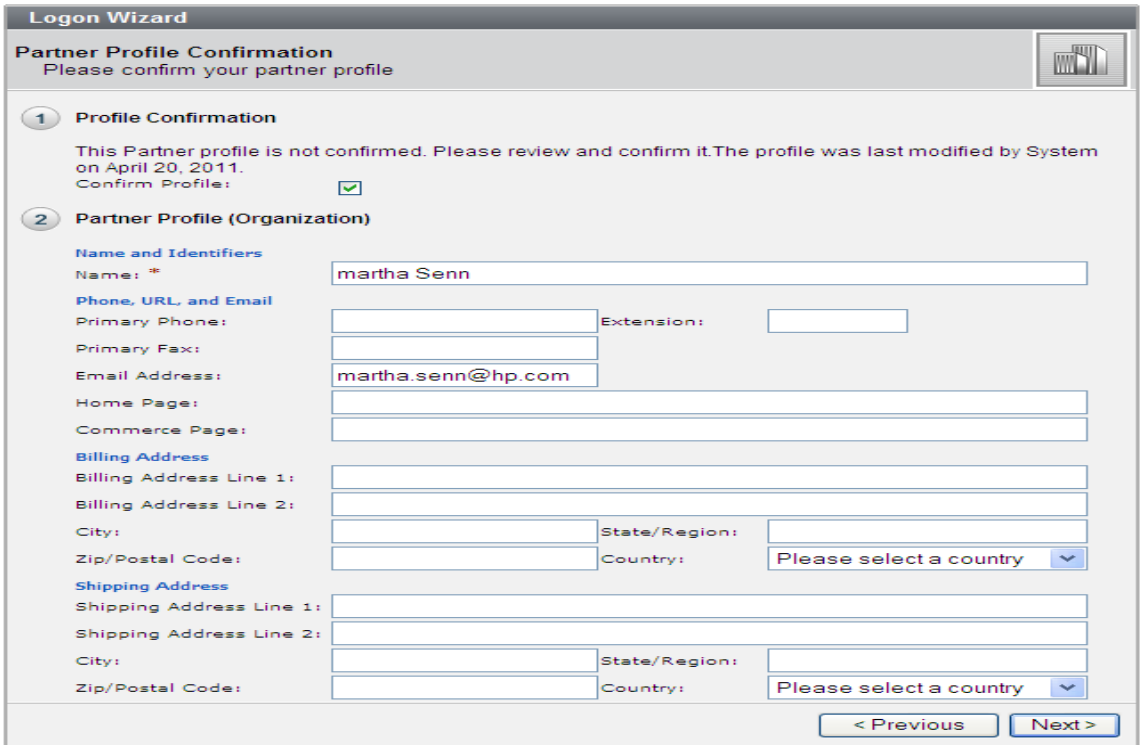


TO LOG ON TO A RAMP MANAGEMENT BUSINESS APPLICATION

1. Go to the KY Ramp Management Site at https://sites.edifecs.com/sites/default/start.jsp?uid=tuvWi9K&SiteKey=medicaidky&UserName=



2. Type your user name in the **User ID** text box.
3. Type your password in the **Password** text box.
4. Click Sign In.



- Add any additional profile information; and,
- Click Next to continue.

**The Partner Profile confirmation screen appears once on the initial log on. User can update profile information at any time. After completion select Next to confirm the Welcome screen appears.*

Click

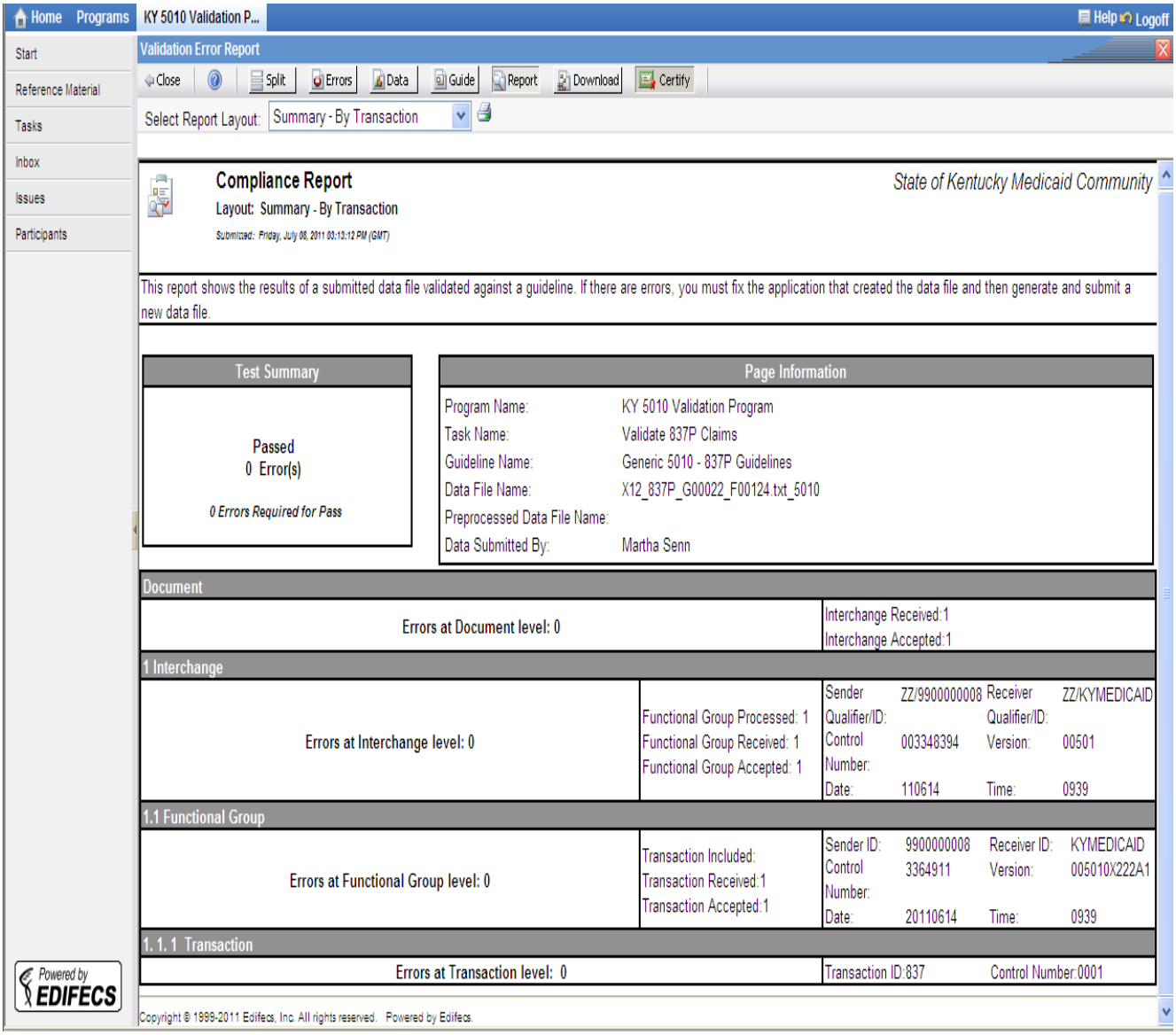
next to your user name in the top right corner of the Ramp Management ActionBar. The View Contact screen is displayed.

3.2 Logging Off from a Ramp Management Business Application

TO LOG OFF

- Click **Logoff** on the ActionBar, located in the top right corner of the screen. The Ramp Management Login screen is displayed.

3.3 Compliance Report



Compliance Report Summary by Transaction

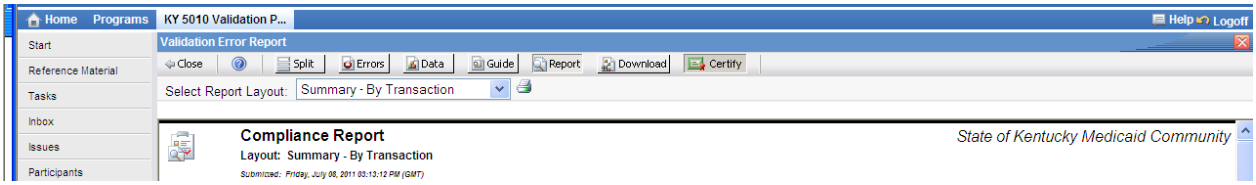
Click on **Report** to achieve this view; screen print into a word document along with the Validation Certificate. Send the document to the KY Medicaid EDI Helpdesk at KY_EDI_Helpdesk@hp.com .

3.4 Creating a Validation Certificate

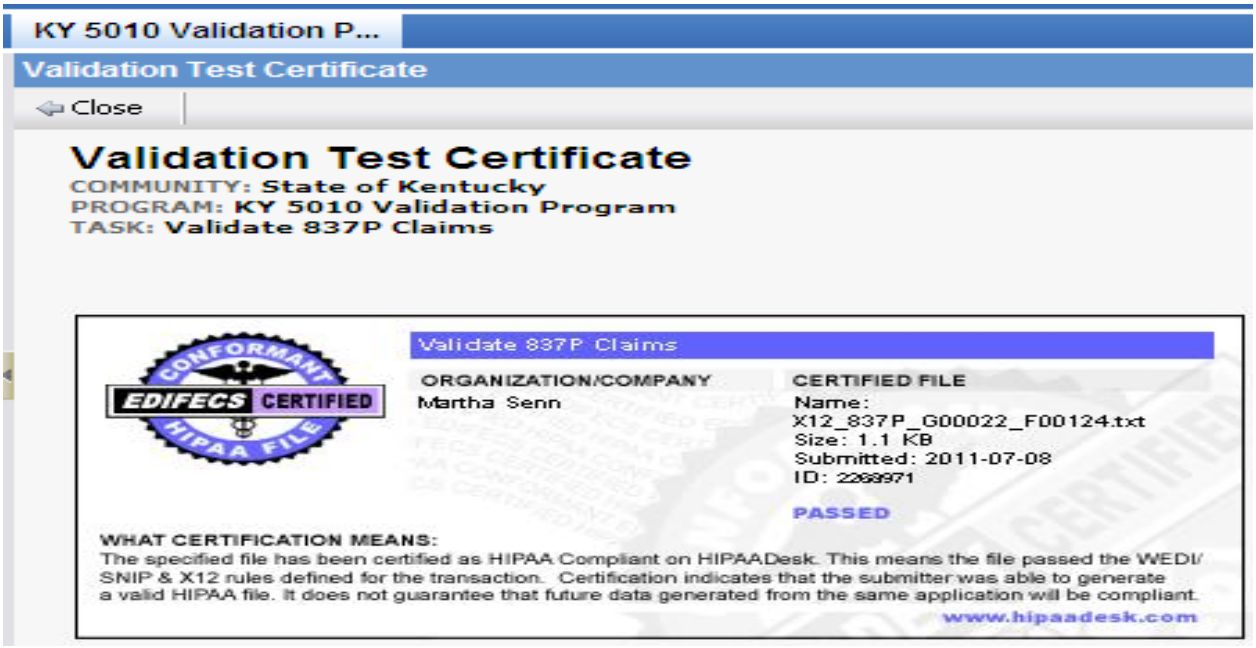
When a partner completes an EDI data validation task against an ECS guideline, a validation certificate can be generated in Ramp Management.

To create a validation certificate

1. Click the **Programs** tab, and then click the name of the program containing the EDI data validation task you have completed.
2. Click **Tasks** on the NavigationBar. A list of program tasks is displayed.
3. Click the name of the EDI validation task. Details of the task are displayed.
4. Click **Create Certificate**. A certificate is automatically generated.
5. Click **View Certificate** to view the generated certificate in a new screen.
6. Click **Close**.



The **Certify** button is displayed for completed test only. If the test file fails the Certify button is not displayed as an option.



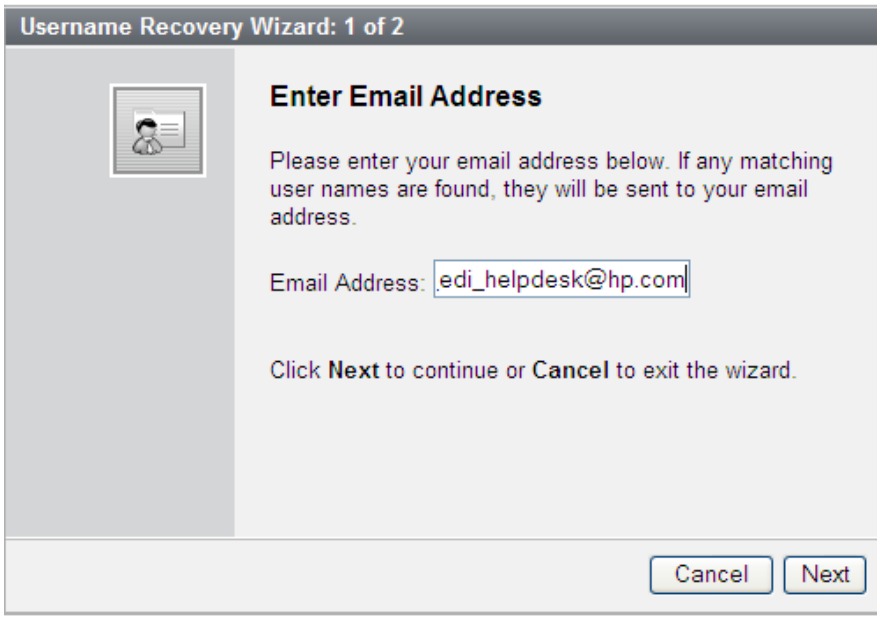
4 What to Do If You Forget Your User Name

If you have forgotten your Ramp Management user name, you can use the User Name Recovery Wizard to request that it be sent to your email address.

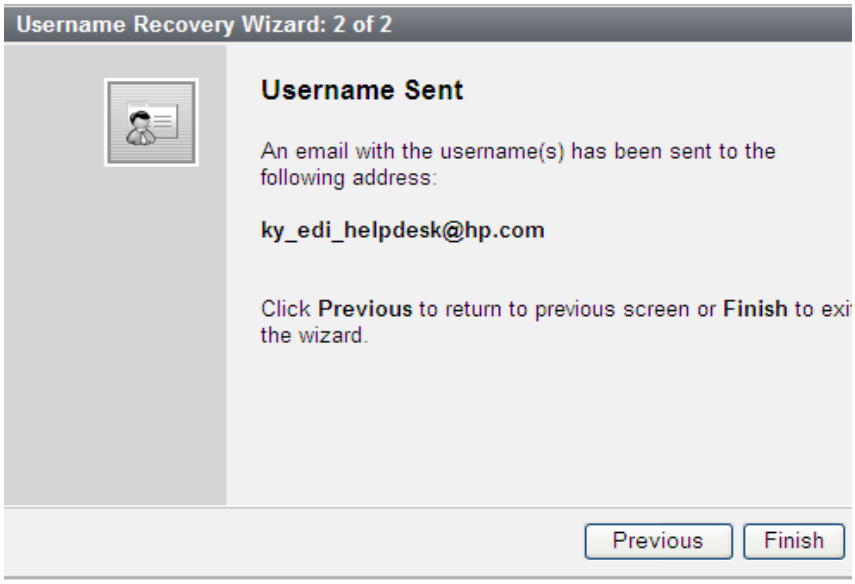
4.1 To recover your USER NAME

1. Type the URL of the Ramp Management community in your web browser Address Bar, and then press Enter. The Ramp Management Login screen is displayed;

2. Click the Recover Username link;



3. Type your Email Address, and then click "Next". This must be the email address specified in your Ramp Management community contact profile; and,



4. Click Finish. Your user name is sent to your email address.

4.1.1 Example Email for Username Reminder

-----Original Message-----
From: support@edifecs.com [mailto:support@edifecs.com]
Sent: Tuesday, June 14, 2011 2:10 PM
To: KY_EDI_Helpdesk
Subject: Username Reminder

Dear User,

Following your on-line request, this e-mail contains the list of usernames that you can use to logon to the HP Kentucky Medicaid site:

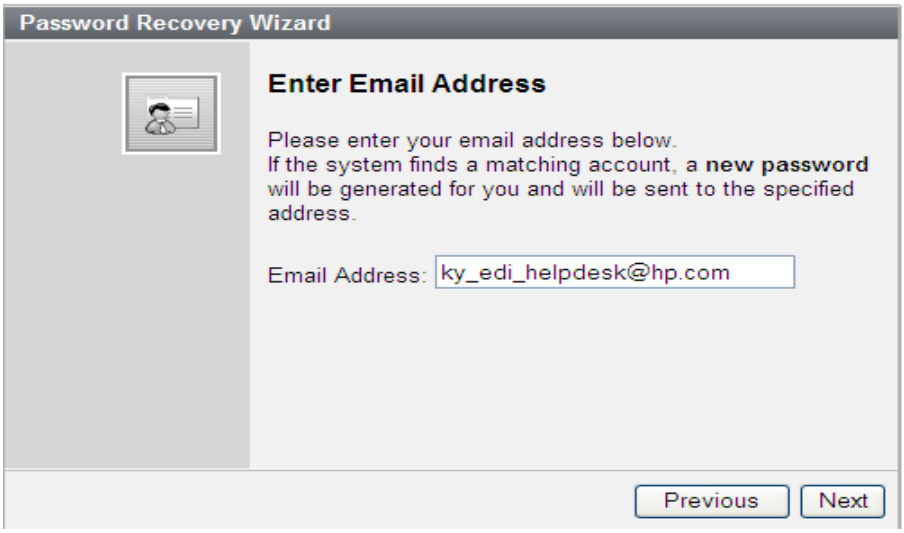
kyeditest

5 What to Do If You Forget Your Password

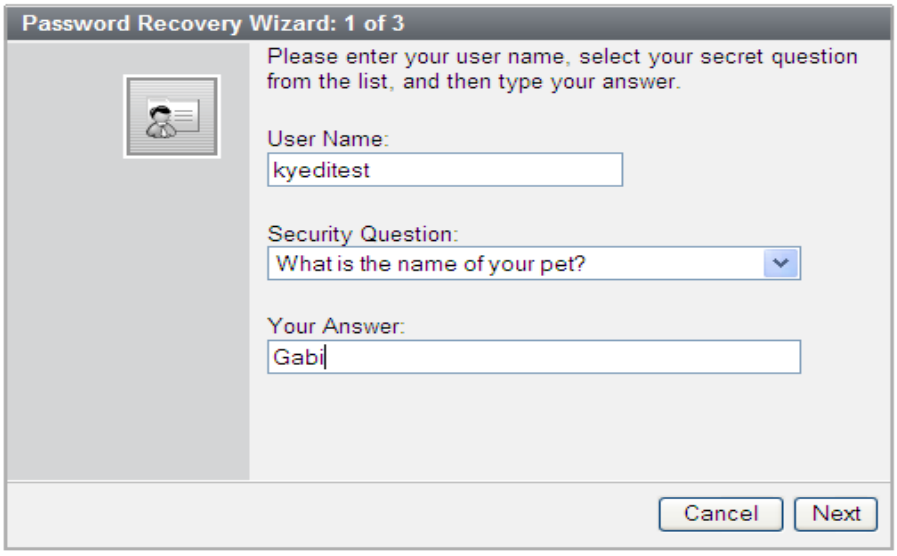
If you have forgotten your password, you can use the Password Recovery Wizard, accessed from the Ramp Management application Logon screen, to request a new password.

5.1 To recover your password

1. Type the URL of the Ramp Management application's web site in your web browser Address Bar, and then press Enter. The application Logon screen is displayed;
2. Click the Recover Password link;



3. Type your Email Address;
4. Click Next. An email message containing a unique password code is automatically sent to your email address; and,
5. At the Ramp Management Logon screen, log on with your new password.
6. Click Next to continue



Note

- Password recovery codes are sent to the email address specified in your Ramp Management community contact profile.

7. Click Next to continue.

5.1.1 Example Email for Password Recovery Code

From: support@edifecs.com [mailto:support@edifecs.com]
Sent: Tuesday, June 14, 2011 2:35 PM
To: KY_EDI_Helpdesk
Subject: Password Recovery Code

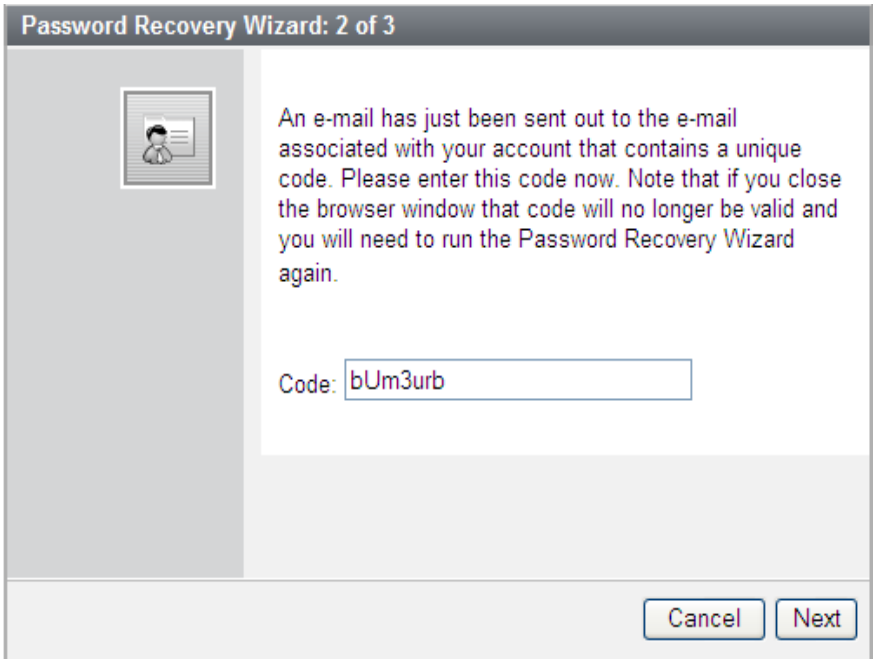
Dear Clearinghouse EDI,

Following your request for password recovery a unique code
has been generated to further verify your identity

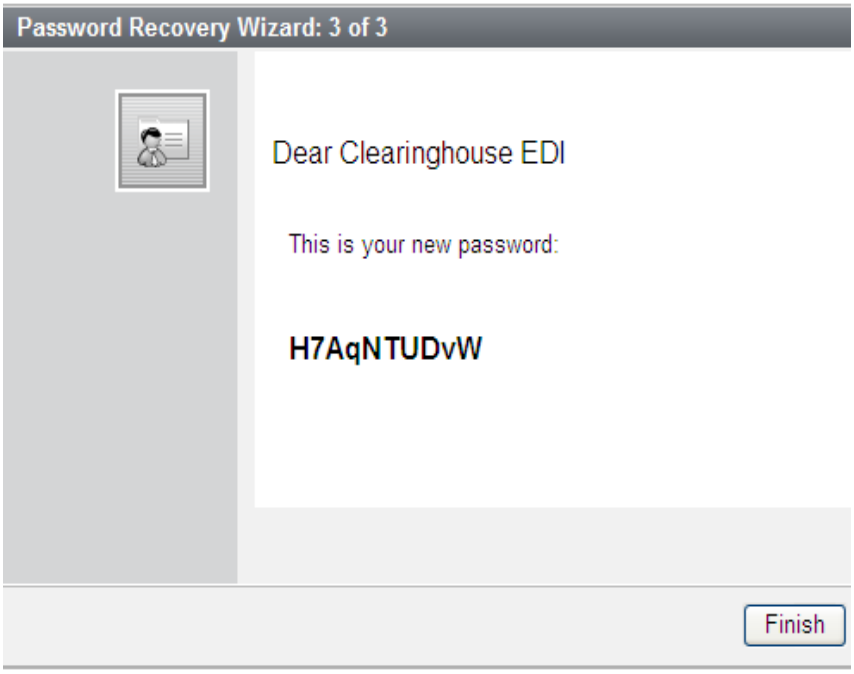
Code: bUm3urb

Please enter this code now in the password recovery wizard.

Please note that if you close the browser window prior to entering this code
it will automatically become invalid.
You will have to run the Password Recovery Wizard again.



8. Enter Code provided in email;
9. Click Next to continue;



10. Click Finish to return to the logon screen; and,
11. Enter user name and new password.

6 How to access Help

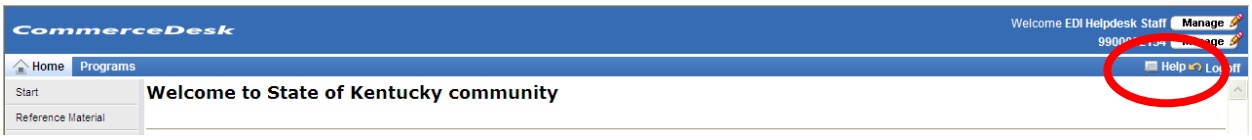
6.1 Using Help

Ramp Management business applications include comprehensive Help designed to provide a step-by-step guide to using the features of the installed system.

Most application screens contain brief instructions for performing pertinent tasks. In addition, a Help button provides help with the fields in the current screen.

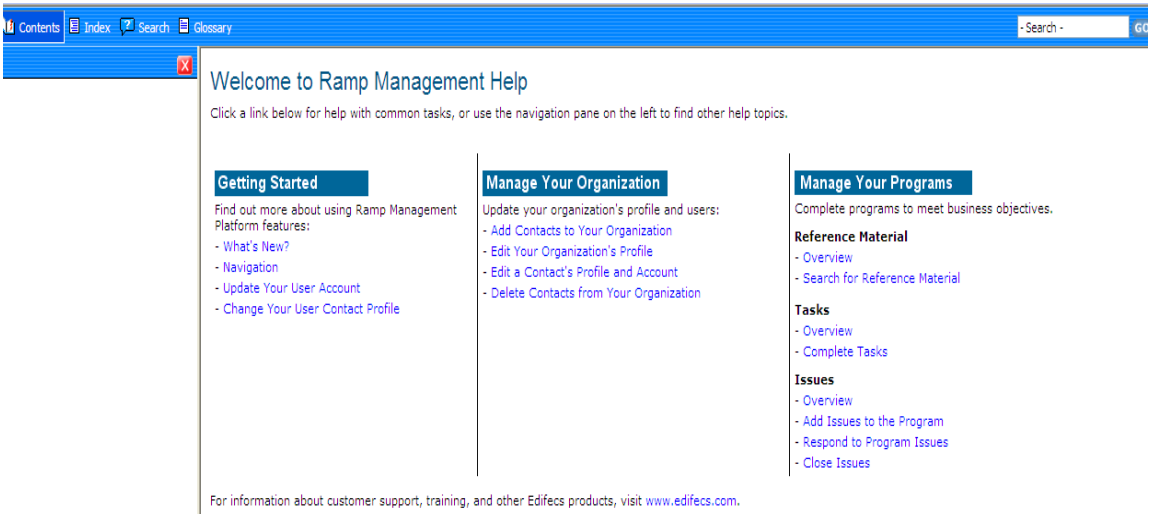
To get help with the current screen

- Click the **Help** button on the screen ActionBar. A new browser window opens, containing help for each field in the current screen.



To open the Application Help file

- Click the **Help** button on the application ActionBar, located in the top right corner of the application window.



- Help is displayed in a new browser window. Click Contents, Index, or Search to find the relevant Help topic.

7 Contact Information

7.1 Helpful links

- KY Ramp Manager at http://www.kymmis.com/kymmis/Electronic%20Claims/5010provoutreach.aspx;
- KYMMIS page at www.kymmis.com;
- Centers for Medicare and Medicaid Services at http://www.cms.gov;
- Washington Publishing Company at http://www.wpc-edi.com;
- Workgroup for Electronic Data Interchange at http://www.wedi.org; and,
- KY Department for Medicaid Services at http://chfs.ky.gov/dms.

7.2 Contact Information

- If you have questions, contact the EDI Helpdesk by email at ky_edi_helpdesk@hp.com or by phone at 800-205-4696; and,
- If you have technical questions regarding the KY Ramp Management System contact support@edifecs.com.